



The University of North Carolina Wilmington

Support Services Associate Competency Profile

DESCRIPTION OF WORK: Positions in this career band perform a range of semi-skilled to skilled services to support the operations of an agency or university. Duties may include displaying merchandise, making sales to customers, and taking inventory of stock; processing cash/debit/credit payments sale of goods or billed services such as utilities (lights, water, telephone); receiving, storing, issuing and care of stockroom/warehouse supplies and data processing; or processing mail. These positions may be found in operations such as cafeteria, snack bar, bookstore, supply store, stockroom, warehouse, vending services, surplus property services, mail service, cashier's office, purchasing office and/or ticket office.

ROLE DESCRIPTIONS BY COMPETENCY LEVEL

CONTRIBUTING	JOURNEY	ADVANCED
Employees at this level display sells merchandise, process cash/debit/credit payments for sale of goods, stocks inventory, and maintains files of requisitions. May drive vehicles and/or operate other equipment.	Employees at this level prepares requisitions, orders sells merchandise, maintains detailed inventory records, receiving, delivering, storing, issuing and care of stockroom /warehouse supplies. May perform more skilled processes/procedures (e.g. mail meters). Employees may serve as a technical resource and may train other employees.	Employees at this level plan and manage all the daily activities. Verifies accuracy of cash records and/or receiving and distributing processes and procedures. May serve as a lead worker.

Competency	Definition
Customer Service	Knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
Mathematics	Knowledge of business arithmetic and the ability to add, subtract, multiply and divide quickly and correctly.
Communication-Oral	Ability to convey information orally to individuals or groups to ensure that they understand the message. Ability to listen and respond appropriately to information from others.
Sales & Promotions	Knowledge of principles and methods for showing, promoting, and selling products or services. This includes promoting strategy and tactics, product demonstration, sales techniques, and sales control systems.
Program Knowledge/Records Administration	Knowledge of and ability to maintain accurate records of merchandise received, inventoried and sold. Knowledge of and ability to maintain, verifies, and coordinates cash accounting records from a variety of sources.
Managing Work and Performance	Ability to assign work and to establish work rules and acceptable levels of quality and quantity of work. Ability to review work and evaluate performance of others, and to develop individuals' competencies.

Competency	Contributing	Journey	Advanced
Customer Service	<p>Responds to customer needs, and possesses general knowledge of product and resources. Follows customer services guidelines and demonstrates prompt and courteous services.</p> <p>Maintains relationship with community, faculty, staff, students and/or vendors.</p>	<p>Anticipates, identifies and understands customer's service needs. Maintains good rapport with customers while assisting them with obtaining products. Check with customers and/or vendors to ensure products meet needs.</p> <p>Establishes and maintains good relationship with community, faculty, staff, students and /or vendors. Contacts vendors, or clients to provide or obtain information.</p>	<p>Inform customers of services available. Responds to inquiries by oral or personal contact and written correspondence. Assist customers and/or vendors to ensure delivery of quality product. Provides input in establishing customer service standards.</p> <p>Establishes and maintains strong relationship with community, faculty, staff, students and/or vendors. Resolves customers and/or vendors problems.</p>
Mathematics	<p>Applies basic knowledge of adding, subtracting, multiplying, and dividing. Basic knowledge in receiving and disbursing cash, inventory/merchandise. Maintains, verifies, and coordinates related records and disbursements. Notifies supervisor of errors or problems.</p>	<p>Applies working knowledge of adding, subtracting, multiplying, and dividing. Working knowledge in receiving and disbursing cash, inventory/merchandise. Maintains, verifies, and coordinates related records from a variety of sources. Notifies supervisor of errors or problems with processes and procedures.</p>	<p>Applies full knowledge of adding, subtracting, multiplying, and dividing. Full knowledge in receiving and disbursing cash, inventory/merchandise. Resolves standard problems and consults with or makes recommendations to supervisor for resolution of non-standard errors or problems.</p>

Basic knowledge - The span of knowledge minimally necessary to complete defined assignments.

Working knowledge - The span of knowledge necessary to independently complete defined assignments to produce an effort or activity directed toward the production or accomplishment of the research objective.

Full knowledge - The broad scope of knowledge demonstrated on the job that is beyond journey competencies

Competency	Contributing	Journey	Advanced
Communication-Oral	Listens to instructions and asks necessary questions to complete tasks. Communicates with fellow workers in a manner that allows work to be completed.	Understands and responds to standard questions. Demonstrates abilities to identify non-standard questions and determine the appropriate resource to consult/respond.	Leads by example in overcoming communication problems in the work area. Understands the chain of communication, who to contact and when. Communicates sufficient information to keep the supervisor informed.
Sales & Promotions	Applies a basic knowledge of sources of supply, market factors, products, and commodities being purchased. Assists with transaction of selling and caring for merchandise.	Applies a working knowledge of sources of supply, market factors, products, and commodities being purchased. Manages the transaction of purchasing, selling, and issuing products. Promotes products or services. May develop advertising and promotional plans.	Applies a full knowledge of sources of supply, market factors, products, and commodities being purchased. Develop advertising and promotional plans.
Program Knowledge/Records Administration	Performs a limited variety of recurring tasks and functions related to assigned processes and procedures. Uses established filing and data systems. Assists in the preparation of requisitions and purchase orders. Reviews information for completeness and accuracy.	Performs a variety of recurring tasks and functions related to assigned processes and procedures. Manages and verifies files, records, and inventory. Compiles and organizes information from different sources to develop reports and data. Serves as resource to others.	Performs a variety of broad functions within assigned area. Applies a complete understanding of the information in order to extrapolate key data elements. Utilizes, reconciles and manipulates information for management reports. May serve as lead worker.
Managing Work and Performance	NA	May oversee, plan, assign and ensure that policies and procedures are communicated. Provides support and assistance as needed.	May plan, assign and review performance to provide suggestions and give instructions for improving work. Ability to oversee and train other staff